

**CONFIDENTIAL**

CLASSIFY AS APPROPRIATE

FBIS-2404/88

**RECOMMENDATION FOR SPECIAL ACHIEVEMENT  
OR EXCEPTIONAL ACCOMPLISHMENT AWARD**

NUMBER (Do not write in this space)

25X1

DATE OF SUBMISSION 29 January 1988		NAME OF PERSON RECOMMENDED (last, first, middle initial) SEE PAGE 3		SOCIAL SECURITY NUMBER	
POSITION TITLE		GRADE	CAREER SERVICE MLP	DIRECTORATE/OFFICE/DIVISION DS&T/FBIS/HED/AFSB/PPC	
TYPE OF AWARD		RECOMMENDED AMOUNT	BASED ON		INCLUSIVE DATES FOR WHICH RECOMMENDED
SPECIAL ACHIEVEMENT		\$1,000.00	TANGIBLE SAVINGS \$		20 Aug-31 Dec 1987
X EXCEPTIONAL ACCOMPLISHMENT			X INTANGIBLE BENEFITS	VALUE Exceptional EXTENT Limited	

**SUPPORTING NARRATIVE FOR RECOMMENDED AWARD AND SUBJECT OF AWARD**

Exceptional Accomplishment Awards of \$1,000.00 each are strongly recommended for the following employees of the FBIS Headquarters Engineering Division Pre-Press Composition Section:

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During the period between 20 August and 31 December 1987, this team was totally responsible for the operation of the ATEX subsystem of the Automated FBIS System (AFS) upon which FBIS' Wire Service, Daily Reporting Division and JPRS depend. This was indeed an exceptional accomplishment considering that ATEX, the critical editorial subsystem of the new Automated FBIS System (AFS), ran into two unusual problems:

- 1) key contractor support personnel for this segment were lost
- 2) the degree of technical support and personnel coverage needed for the ATEX system was far more extensive than anticipated.

[redacted] part of a rotational staff from the Office of Logistics/P&PD, were assigned to FBIS to perform composition duties as well as "normal" ATEX system manager duties. They were scheduled and had expected to work a standard 40-hour week. FBIS' prime contractor had also planned to provide a number of on-site skilled people including a full time ATEX expert for 6 months after system delivery to handle ATEX technical problems. Finally, our operational concept was to have the operators on the communications system (staffed 24 hours a day) backstop any ATEX system problems that arose off-hours.

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☒ ADDITIONAL SHEET(S) ATTACHED**APPROVAL AND CONCURRENCE**

TITLE AND SIGNATURE [redacted] Chief, Engineering Support Group, FBIS		DATE 29 January 1988
TITLE AND SIGNATURE [redacted] Acting Director, Foreign Broadcast Information Service		DATE 15 FEB 1988
CONCURRENCE OF DEPUTY DIRECTOR		DATE

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## NARRATIVE FOR RECOMMENDATION FOR EXCEPTIONAL ACCOMPLISHMENT AWARD (cont.)

This plan was completely disrupted. The loss of key ATEX personnel drastically delayed documentation delivery, ruled out any sort of orderly handover, and left dangling several major discrepancies. Soon after the system became operational, it became obvious that system software maintenance was far more time-consuming and system intensive than anticipated. The communications personnel, faced with manning 2 sites because of the FBIS office move and understaffed themselves, were unavailable for ATEX training until late in this period. System maintenance had to be scheduled without operational interference, which in effect meant maintenance took a lot more operator time than would have been necessary without the 24-hour wire operations. Moreover, all of the usual bugs and quirks of any new system were present.

The full burden fell upon [redacted] after early September, [redacted] Although all had previous ATEX experience, none were familiar with the AFS software customizations and none had experienced a 24-hour-a-day operation. Without proper documentation and after a hurried technical handover from the contractor, they had to keep the system operational. This meant someone had to spend at least 10-20 hours on the system every day of the week and someone had to be on-call the remaining hours. The team cheerfully and professionally rose to the challenge. For the first 2 months they all -- but especially [redacted] -- worked many 10-14 hour days, 6 days a week, usually during the evening and midnight shifts. When not on site, the team has and continues to rotate on-call, 24 hours a day. This means that the assigned person carries a beeper and is limited in movement by the need to be available to return to the office. In the early days of transition and operation, the beepers were activated frequently at all hours of the day and night, disrupting the personal lives of all 4 team members.

The team members (especially [redacted]) had to assume responsibility for much of the debugging and system-tuning that would normally fall to the contractor. This they did very competently, despite the difficulties inherent in the process due to the abrupt transition. They showed a great deal of initiative in analyzing problems coupled with a conservative approach aimed at keeping FBIS operational as the first priority. The team's engineering colleagues were impressed with their technical skills. They also gained the respect of AFS users because of their responsiveness to user problems and operational suggestions.

Despite the fact that the team members were new to FBIS and that their home office management was appalled at the sacrifices that they were asked to make, the team, with great dedication, has put in the hours, showed great technical skill, and worked closely with the FBIS users to get the job done. They have shown remarkable cheerfulness and professionalism during this trying period. Without their exceptional dedication, FBIS would not have kept its Wire Service operational and its publications on schedule.

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